

IOWA CITY VA HEALTH CARE  
SYSTEM



# **ACCESS TO RECOVERY SERVICES**

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# INITIAL ENROLLMENT INFORMATION

## Enrollment Information Requirements:

1. Veteran must have served in active military, naval, or air service and separated under any conditions other than dishonorable.
2. At least 24 continuous months of service (if serving after 1980), the full period for which they were called to active duty (Reserves and Guard), or medically discharged.

*\*\*\*Since there are a number of other exceptions to the Minimum Duty Requirements, VA encourages all Veterans to apply to determine their enrollment eligibility.*

*\*\*\*Transition and Care Management assists with returning service members to assist with their transition into the VAHCS and civilian life and can be reached at 319-338-0581 ext.63-6068*

## Returning Service Members websites:

<https://www.iowacity.va.gov/services/returning/index.asp>

<https://www.oefoif.va.gov/>

## Documents Needed:

1. DD-214 (can proceed without but may take longer)
2. Any additional health insurance information
3. Wage and financial information
4. Two forms of Identification

## Apply by completing a 10-10EZ **in person at the VA** or by:

- Phone: 1-877-222-8387
- Fax: (404) 828-5060
- Online: <https://www.vets.gov/health-care/apply/>

Enroll online: <https://www.iowacity.va.gov/patients/eligibility.asp>

# GENERAL MENTAL HEALTH

If you qualify for VA health care, you can get high-quality mental health services as part of your benefits. You may also be able to get care for certain mental health problems even if you don't have VA health care.

## About the Program

The mental health service at the Iowa City VA Health Care System provides consultation, evaluation, and treatment for a variety of issues that can impact emotional well-being.

We conduct research and training to ensure state-of-the-art treatment.

## Services Offered

Mental health services provided at the Iowa City VA Health Care System include treatments for —

depression, sadness, grief, anxiety, worry, nervousness, addictive behaviors, relationship problems, stress from medical problems and/or pain, post-traumatic stress disorder (PTSD), emotional problems, such as managing anger, vocational issues, troublesome thoughts or ideas, confused thinking, aggressive or self-harming behaviors, memory problems, sexual trauma

## Confidentiality

Mental health services are confidential. We will not talk to anyone about information you share unless you give written consent. Under federal law, a few exceptions to this rule exist. If you have questions, please ask your mental health consultant.

## **Mental Health Clinic Locations**

1. Cedar Rapids: 319-369-4340
2. Coralville: 319-688-3366
3. Decorah: 563-387-5840
4. Dubuque: 563-588-5520
5. Galesburg: 309-343-0311
6. Ottumwa: 641-683-4300
7. Quad Cities: 863-332-8528
8. Quincy: 217-224-3366
9. Sterling: 815-632-6200
10. Waterloo: 319-235-1230

Online Resources:

[https://www.iowacity.va.gov/services/Mental\\_Health.asp](https://www.iowacity.va.gov/services/Mental_Health.asp)

<https://www.mentalhealth.va.gov/>

# **SERIOUS MENTAL ILLNESS**

## Mental Health Intensive Case Management Service (MHICM)

MHICM is an outpatient/in-home mental health program that provides supportive services to Veterans who have a mental health diagnosis. Services include peer support, frequent home or community visits, problem solving skill development and coping techniques, evidence-based treatment, and more. A team of health care professionals work together in partnership with the Veteran to create an individualized recovery plan that focuses on their strengths and goals. MHICM care is offered by consult referral initiated by a Veteran's primary medical or mental health provider in the VA system.

**Contact the Veteran's VA provider for a consult.**

## Psychosocial Rehabilitation and Recovery Center (PRRC)

This outpatient treatment center is designed to support recovery and integration into meaningful self-determined community roles for Veterans challenged with serious mental illness and severe functional impairment. Programming is curriculum-based and is specifically designed to teach the requisite skills that are necessary for defining and realizing Veteran's self-chosen, realistic roles and goals in all domains of health and life. VA provider can refer a Veteran to the PRRC.

**Contact the PRRC: Iowa City: 319-338-0581 ext.63-6129**

## **SUBSTANCE USE DISORDER**

The Outpatient Substance Abuse Treatment Program (OSATP) provides Outpatient and Intensive Outpatient treatment services, hospital inpatient treatment consultation, medication assisted treatment (MAT) and referrals to residential programs. OSATP is an interdisciplinary treatment program designed to treat substance use and co-occurring/mental health disorders.

### **Contact OSATP:**

1. Cedar Rapids: 319-369-4340
2. Cedar Rapids CRRC: 319-365-0898
3. Coralville: 319-688-3333
4. Davenport CRRC: 563-328-5801
5. Decorah: 563-387-5840
6. Dubuque: 563-588-5520
7. Galesburg: 309-343-0311
8. Iowa City VA Hospital 319-338-0581 ext. 63-5495
9. Ottumwa: 641-683-4300
10. Quincy: 217-224-3366
11. Sterling: 815-632-6200
12. Waterloo: 319-235-1230

## **OPIOID USE DISORDER**

Opioid Use Disorder (OUD) is a chronic disease, often requiring close monitoring and a comprehensive approach to treatment. Veterans can be referred by their Primary Care Physician or the Pain Clinic to these Medication Assisted Treatment (MAT) Specialty Clinics or contact OSATP.

### **Contact OSATP Specialty Services:**

1. Coralville: 319-688-3333
2. Davenport CRRC: 563-328-5801

Online resources:

<https://www.va.gov/health-care/health-needs-conditions/substance-use-problems/>

<https://www.va.gov/directory/guide/sud.asp>

# **MILITARY SEXUAL TRAUMA**

## What is MST?

Military sexual trauma, or MST, is the term used by VA to refer to experiences of sexual assault or repeated, threatening sexual harassment that a Veteran experienced during his or her military service. Both men and women can experience MST. The identity or characteristics of the perpetrator, whether the Servicemember was on or off duty at the time, and whether he or she was on or off base at the time do not matter. If these experiences occurred while an individual was on active duty, active duty for training, or inactive duty for training, they are considered by VA to be MST.

MST is an experience, not a diagnosis or a mental health condition, and as with other forms of trauma, there are a variety of reactions that Veterans can have in response to MST. Many individuals recover without professional help; others may generally function well in their life, but continue to experience some level of difficulties or have strong reactions in certain situations. For some Veterans, the experience of MST may continue to affect their mental and physical health in significant ways, even many years later. Fortunately, people can recover from experiences of trauma, and VA has effective services to help Veterans do this.

## What services are available at Iowa City VAHCS?

All treatment for physical and mental health conditions related to experiences of MST is provided free of charge. To receive free treatment for mental and physical health conditions related to MST, Veterans do not need to be service connected (or have a VA disability rating). Veterans may be able to receive this benefit even if they are not eligible for other VA care. Veterans are able to meet with a provider of the gender of their preference.

**Contact the Military Sexual Trauma (MST) Coordinator: 319-631-1099**

Online Resources:

[https://www.iowacity.va.gov/services/Military\\_Sexual\\_Trauma.asp](https://www.iowacity.va.gov/services/Military_Sexual_Trauma.asp)

<https://www.mentalhealth.va.gov/mentalhealth/msthome/index.asp>

# HOMELESSNESS

The Healthcare for Homeless Veterans (HCHV) program is the gateway to services for most homeless Veterans. Several programs are offered within the HCHV program, including:

- HCHV program offers outreach, case management and residential treatment services to help Veterans transition from living on the street or in institutions to stable housing situations.
- Supportive Services for Veterans Families (SSVF) is for very low-income Veterans, SSVF provides case management and supportive services to prevent the imminent loss of a Veteran's home or identify a new, more suitable housing situation for the individual and his or her family; or to rapidly re-house Veterans and their families who are homeless and might remain homeless without this assistance
- Permanent Supportive Housing (HUD-VASH)- HUD-VASH is a collaborative program between HUD and VA combining HUD housing vouchers with VA supportive services to help Veterans who are homeless and their families find and sustain permanent housing. Veterans who are appropriate candidates for this program must need case management services in order to obtain and sustain independent community housing.
- Grant Per Diem Transitional Housing- time-limited, service intensive transitional supportive housing (up to 24 months).

## **Homelessness Programs:**

- Cedar Rapids, Decorah, Dubuque, Waterloo & surrounding counties: 319-499-7971
- Bettendorf, Sterling & surrounding counties: 319-383-2666
- Galesburg, Quincy & surrounding counties: 563-320-2996
- Coralville, Iowa City, Ottumwa & surrounding counties: 319-631-2890

Online Resources: <https://www.iowacity.va.gov/services/homeless/index.asp>



## **COMMUNITY RESOURCE AND REFERRAL CENTERS**

CRRCs provide Veterans who are homeless and at risk of homelessness with one-stop access to community-based, multiagency services to promote permanent housing, health and mental health care, career development and access to VA and non-VA benefits.

**Contact the Cedar Rapids CCRC:** 319-365-0898

Online Resource: <https://www.va.gov/directory/guide/facility.asp?ID=6436>

**Contact the Davenport CRRC:** 563-328-5800

Online Resource: <https://www.va.gov/directory/guide/facility.asp?ID=6437>

## **COMPENSATED WORK THERAPY**

CWT is comprised of the transitional work and supported employment program, which assists homeless Veterans in returning to competitive employment.

### How It Works

Veterans in CWT are paid at least the federal or state minimum wage, whichever is the higher. Veterans need to be referred by a provider.

Online Resource: <https://www.va.gov/health/cwt/>

# VETERANS JUSTICE OUTREACH

The aim of the Veterans Justice Outreach (VJO) program is to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible, justice-involved Veterans have timely access to Veterans Health Administration (VHA) services, as clinically indicated. VJO specialists provide direct outreach, assessment and case management for justice-involved Veterans in local courts and jails and liaison with local justice system partners.

- Health Care for Re-Entry Veterans- HCRV program is a program to help Veterans with community re-entry planning in their last year of state or federal prison. A primary goal of the HCRV program is to prevent Veterans from becoming homeless once they return to the community. A critical part of HCRV is providing information to Veterans while they are incarcerated. HCRV program services include: outreach and pre-release assessment, enrollment in VA healthcare, help acquiring DD-214, referral and linkage to medical, mental health and social services, and short-term case management.

**Justice-involved Veterans do not need to be homeless to receive Re-Entry services.**

## **VJO Services Contacts:**

1. Dubuque, Bettendorf, Sterling, Galesburg & surrounding counties: VJO Program Specialist: 563-320-9887
2. Decorah, Waterloo, Cedar Rapids, Coralville, Iowa City, Ottumwa & surrounding counties: VJO Coordinator: 319-383-2617

Online Resources: <https://www.va.gov/homeless/vjo.asp>

# WOMEN VETERANS

## About the Program

Women who have served in the Armed Forces are eligible for a variety of Veterans benefits. VA actively encourages women to utilize the benefits due to them.

The Iowa City VA Women's Health Program targets programs and facilities to meet the unique needs of female Veterans.

Women Veteran Program Managers are available at each VA Medical Center nationwide to assist women Veterans and coordinate services. Women Veterans who are interested in receiving care at VA should contact the nearest VA Medical Center.

Women Veterans are assigned to a designated Women's Health Primary Care Provider who can provide general primary care and is specially trained or experienced in women's care.

## Services Offered

The Iowa City VA Women's Health services for women include —

Gynecology services

Breast exams and mammography

Reproductive health care

Menopause treatment

Primary and Specialty care

**Contact the Women Veterans Program Manager: 319-688-3591**

Online Resources:

<https://www.iowacity.va.gov/services/women/index.asp>

<https://www.va.gov/womenvet/>

## **LGBT VETERANS**

The Department of Veterans Affairs (VHA) is committed to providing quality care to all Veterans including lesbian, gay, bisexual and transgender (LGBT) Veterans. Excellent care has no boundaries.

Iowa City VA Health Care System seeks to promote the health, welfare, and dignity of LGBT Veterans and their families. We are committed to making sensitive and high quality health care accessible. Our policies and practices focus on ensuring a safe, welcoming, and affirmative environment of care for LGBT Veterans. Our employees receive training in clinically competent care that is responsive to the unique needs of LGBT Veterans.

### LGBT Veteran Care Coordinator (VCC) Program

As of March 2016, each VA facility has a local LGBT Veteran Care Coordinator (VCC) who is appointed by their facility leadership. The VCC is responsible for promoting best practices for serving LGBT Veterans and connecting LGBT Veterans to services. The LGBT VCCS serve as a point-person, source of information, Veteran advocate, and problem-solver for LGBT Veteran-related health care issues.

**Contact LGBT Veteran Care Coordinators:** 319-369-4340 or 319-338-0581 x63-6916

Online Resources:

<https://www.iowacity.va.gov/services/lgbt/index.asp>

<https://www.patientcare.va.gov/LGBT/index.asp>

# **INTIMATE PARTNER VIOLENCE ASSISTANCE PROGRAM**

The VA's Intimate Partner Violence Assistance Program is committed to helping Veterans, their partners and also VA staff who are impacted by IPV.

**Contact IPV Coordinator:** 319-338-0581 Ext. 63-6916 or cell 319-359-8064

Online Resources:

[https://www.iowacity.va.gov/services/Intimate\\_Partner\\_Violence.asp](https://www.iowacity.va.gov/services/Intimate_Partner_Violence.asp)

<https://www.socialwork.va.gov/IPV/Index.asp>

# VET CENTERS

Readjustment counseling is a wide range of psycho social services offered to eligible Veterans, Service members, and their families in the effort to make a successful transition from military to civilian life. All Vet Centers maintain non-traditional appointment schedules and after normal business hours, to accommodate the schedules of Veterans, Service members, and their family members.

## **Contact your local Vet Center:**

Cedar Rapids Vet Center:

- 319-378-0016
- Online Resource: [https://www.va.gov/find-locations/facility/vc\\_0431V](https://www.va.gov/find-locations/facility/vc_0431V)

Quad Cities Vet Center:

- 309-755-3260
- Online Resource: [https://www.va.gov/find-locations/facility/vc\\_0430V](https://www.va.gov/find-locations/facility/vc_0430V)

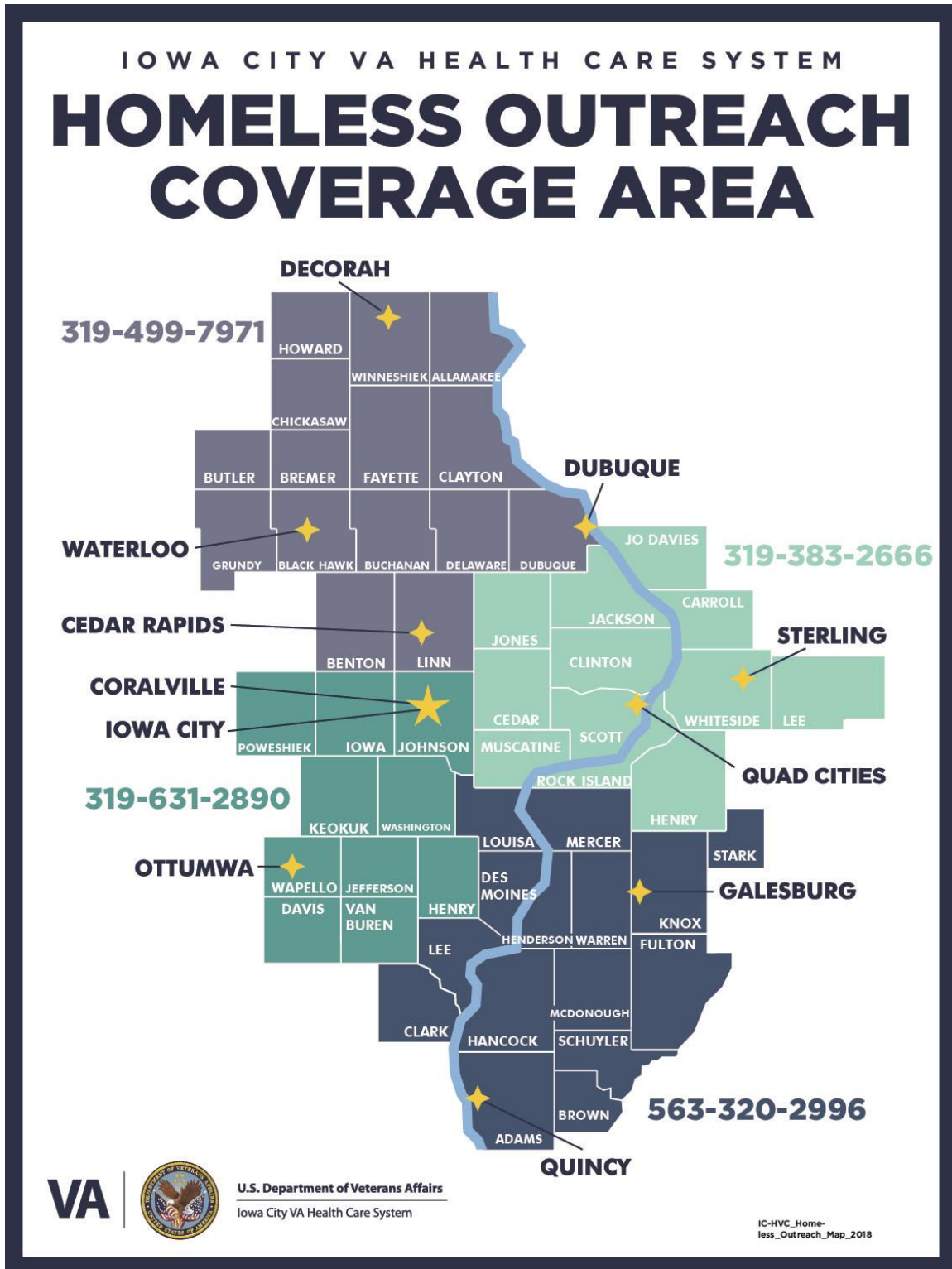
Online Resource: <https://www.vetcenter.va.gov/>

## OTHER VA RESOURCES



1. **Veteran's Crisis Line info** 1-800-273-8255; press 1; confidential chat at VeteransCrisisLine.net; or text 838255
2. **Suicide Prevention S.A.V.E. Training:** <https://psycharmor.org/courses/s-a-v-e/>  
S.A.V.E. is a free online training resource that anyone can take, to develop a general understanding of the problem of suicide in the United States; understand how to identify a Veteran who may be at risk for suicide; and know what to do if you identify a Veteran at risk
3. **Make the Connection:** <https://maketheconnection.net/>  
Make the Connection is a **public awareness campaign** that provides personal testimonials and resources to help Veterans discover ways to improve their lives, with relatable stories from Veterans experiencing multiple types of hardships.
4. **Coaching Into Care:** <https://www.mirecc.va.gov/coaching/>  
Coaching Into Care is a resource that aims to educate, support, and empower family members and friends who are seeking care or services for a Veteran.
5. **VA Welcome Kit:** <https://www.va.gov/welcome-kit/>  
This is a resource designed to help Veterans enroll and use the VA benefits and services they have earned. In addition to step-by-step enrollment instructions, this kit also lists points of contact for dozens of VA program offices.

# HOMELESS OUTREACH COVERAGE AREA





# VETERAN JUSTICE OUTREACH COVERAGE AREA

